



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Systems Work Advisory Committee

March 2023

Agenda

1. Training Schedule
2. Provider Readiness Survey
3. Workgroup Updates
4. New Waiver Services Overview

Training Schedule



Readiness Training Schedule

BDS is committed to supporting service coordinators and providers through the July 1 transition to conflict-free case management and direct billing.

BDS has increased opportunities for information sharing, asking questions and supporting operational readiness. These include:

BDS Service Coordinators Readiness and Training Meetings

- **BDS Monthly Connection with Service Coordination and Intake Departments**
 - Every 2nd and 4th Wednesday of the month from 2-3:30pm.

BDS Provider Readiness Meetings

- **BDS Bi-Weekly Provider Readiness Open Office Hours**
 - Every other Tuesday starting March 28th from 11-12pm.
- **BDS Monthly Provider Meeting**
 - Every 4th Wednesday of the month from 10-11:30am

Email Jessica Kennedy at jessica.l.kennedy@dhhs.nh.gov if you want to be added to the distribution list.

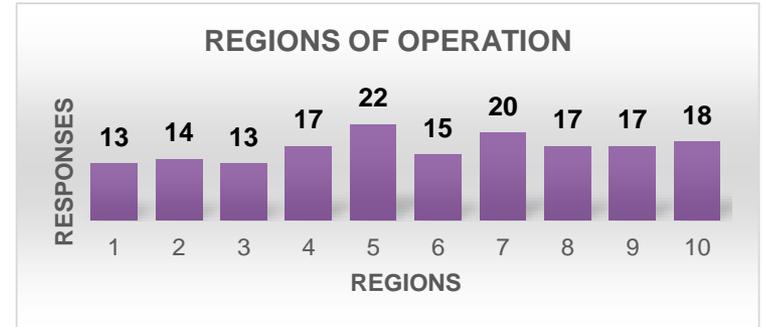
Provider Readiness Survey



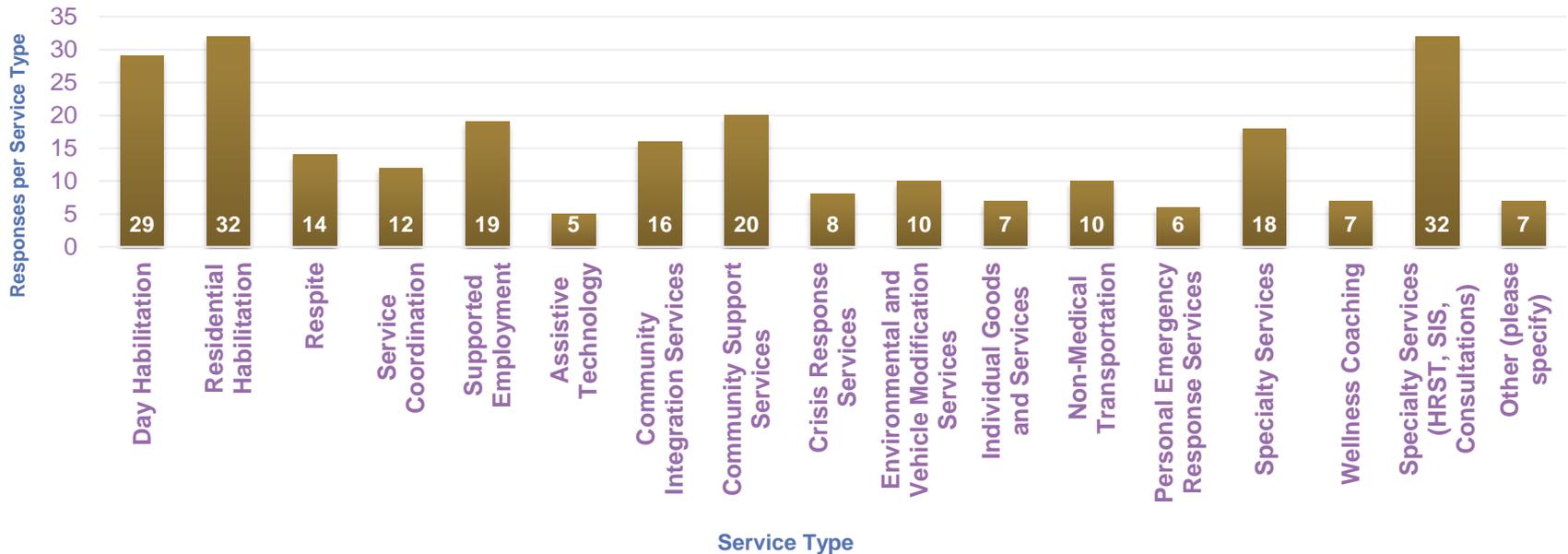
Provider Readiness Survey Update

BDS received 45 responses to the survey.

- 76% of responses from Provider Agencies.
- 20% of responses from Area Agencies.
- 4% of responses from Independent Service Coordination Agency
- 97% of responses answered yes to submitting an enrollment application



Which of the following services do you currently provide?



Provider Readiness Survey Update

Survey participants shared that they would like more support and dialogue around the following areas:

- Claims Submission
- Crisis Management
- Service Coordinator Functions
- Capacity Building
- Service Authorization
- Service Planning
- Rates

Scheduled Readiness Trainings	
Training Topic (March-April)	Date
Budget	March 22 nd – 2-3:30pm
Service Authorization	April 12 th – 2-3:30pm
Service Planning	April 26 th – 2-3:30pm
Cost of Care/Room and Board	April 26 th – 2-3:30pm

Email Jessica Kennedy at jessica.l.kennedy@dhhs.nh.gov if you want to be added to the distribution list.

Workgroup Updates

- Waiver Workgroup
- Rate Workgroup



New Waiver Services Summary



Service Summary

Residential Services

Community Residence – Staffed Services

Community Residence- Apartment

Community Residence – Intensive Treatment Services

Shared Living

Supported Living

In-Home Personal Care

Community Support Services

Live-In Caregiver Supports

Transitional Assistance Services

Stabilization Services – In Home

Stabilization Services – Out of Home

Chore Services

Day Services

Community Participation Services

Transitional Employment Services

Supported Employment

Adult Medical Day Services

Support Services

Service Coordination [Still in Progress]

Support Brokerage

Remote Supports and Monitoring

Non-Medical Transportation

Respite

Homemaker Services

Assistive Technology

Home Modifications & Adaptations

Vehicle Modifications

Professional Assessment Monitoring and Consultation

Person-Centered Strategic Consultation

Positive Behavior Supports

Individual Goods and Services

Stabilization Services – Non-residential

Special Medical Equipment and Supplies

Interpretation and Translation Services

Residential Services Final Overview (1 of 3)

Service Name	Scope	Limits
Community Residence – Staffed Services	<ul style="list-style-type: none"> Delivered in a provider-operated residential environment Services are provided by agency staff not living in the setting 	<ul style="list-style-type: none"> May not be provided by a relative/guardian Not allowed when Respite is provided
Community Residence-Apartment	<ul style="list-style-type: none"> Delivered in a provider-operated residential environment where individuals reside in their own living units that are separate and distinct from each other Services are provided by agency staff not living in the setting 	<ul style="list-style-type: none"> May not be provided by a relative/guardian Not allowed when Respite is provided
Community Residence – Intensive Treatment Services	<ul style="list-style-type: none"> Delivered in a provider-operated residential environment Services are provided by agency staff not living in the setting These services will be available for individuals with high medical and or behavioral needs These services will focus on growth in clinical areas such as personal and community safety 	<ul style="list-style-type: none"> May not be provided by a relative/guardian Not allowed when Respite is provided
Shared Living	<ul style="list-style-type: none"> Delivered in a private home Services are provided by a contracted home care provider who lives in the setting 	<ul style="list-style-type: none"> May not be provided by a guardian May not be provided in any residence that supplies room and board only
Supported Living	<ul style="list-style-type: none"> Delivered in a home that is leased or owned by the individual Services are provided by an agency provider or by a family managed employee 	<ul style="list-style-type: none"> May not be provided by a guardian

Residential Services Final Overview (2 of 3)

Service Name	Scope	Limits
In-Home Personal Care	<ul style="list-style-type: none">• Delivered in an individual's family home• Provided by an agency provider or a family managed employee• Services include supportive home care, personal care, and supervision	<ul style="list-style-type: none">• No non-standard limits prescribed
Community Support Services	<ul style="list-style-type: none">• Delivered in an individual's own home or family home• Services are intended to enhance an individual's ability to live independently	<ul style="list-style-type: none">• Capped at 30 hours per week• May not be provided for more than 24 consecutive months when provided in the family home
Live-In Caregiver Supports	<ul style="list-style-type: none">• Services provide additional supports for the cost of rent, utilities, and food for a caregiver who resides in the same household with an individual	<ul style="list-style-type: none">• May not be provided to a guardian• Capped at 40 hours per week• Cost formulas based on USDA benchmarks must be used
Transitional Assistance Services	<ul style="list-style-type: none">• Services provide support for people moving to a less-restrictive residential setting.	<ul style="list-style-type: none">• May not be used to pay for provider-operated living furnishings• Capped at \$5K per year

Residential Services Final Overview (3 of 3)

Service Name	Scope	Limits
Stabilization Services – In Home	<ul style="list-style-type: none"> Delivered in the individual’s current residence Services provide support for people who, without which, cannot remain in their current residence due to behavioral, psychiatric or environmental circumstances 	<ul style="list-style-type: none"> May not be provided for more than 120 consecutive days
Stabilization Services – Out of Home	<ul style="list-style-type: none"> Delivered in a respite setting, provider-operated home, or in the home of a Shared Living provider Services provide support for people who, without which, cannot remain in their current residence due to behavioral, psychiatric or environmental circumstances 	<ul style="list-style-type: none"> Cannot be provided when other services that provide care and supervision are being provided May not be provided for more than 120 consecutive days
Chore Services	<ul style="list-style-type: none"> Delivered in an individual’s own home Services include minor home repairs, housekeeping, or certain chores 	<ul style="list-style-type: none"> Annual limit of \$5K May not be provided in a provider-operated setting

Day Services Final Overview (1 of 1)

Service Name	Scope	Limits
Community Participation Services	<ul style="list-style-type: none"> • Delivered in a variety of settings in the community • May be provided individually or in groups • Supports that help with the acquisition, retention, or improvement of not-yet mastered skills 	<ul style="list-style-type: none"> • May not be provided by a guardian • May not be used to pay for a recreational activity
Transitional Employment Services	<ul style="list-style-type: none"> • Services are meant to help people begin employment, including discovery and job development 	<ul style="list-style-type: none"> • May not be provided for more than 6 consecutive months in a 2-year period
Supported Employment	<ul style="list-style-type: none"> • Services are meant to help an individual fulfill their responsibilities in a work environment 	<ul style="list-style-type: none"> • May not exceed 10 hours per day or 40 hours per week
Adult Medical Day Services	<ul style="list-style-type: none"> • Delivered in a non-institutional, community-based setting • Services are meant to provide supervised care, outside of the home, to people who might otherwise experience isolation • Services target individuals who are at risk of institutionalization 	<ul style="list-style-type: none"> • May not be provided at the same time as Community Participation Services or Supported Employment

Support Services Final Overview (1 of 4)

Service Name	Scope	Limits
Support Brokerage	<ul style="list-style-type: none"> • Provision of information and support for an individual who is self-directing their services (PDMS) • These services are provided by a Support Broker, a person who is knowledgeable of the service system 	<ul style="list-style-type: none"> • Not available for people enrolled in the traditional services delivery model • A spouse of a legally responsible person may not be a support broker • A relative who is a support broker cannot serve as the individual's designated representative or provide any other waiver services • May not exceed 15 hours in the first three months of the service and may not exceed 4 hours per month thereafter.
Remote Supports and Monitoring (RSM)	<ul style="list-style-type: none"> • Designed to provide support using non-invasive monitoring and communication technologies • RSM will enable providers to staff qualified individuals at a monitoring center with real time, two-way communication with the individual • Proper precautions will be taken to ensure that the technologies used do not undermine an individual's right to privacy 	<ul style="list-style-type: none"> • An individual cannot receive Community Support Services and Remote Supports and Monitoring simultaneously • If an individual receives both Community Support Services and Remote Supports and Monitoring, the individual must receive their Community Support Services in person
Non-Medical Transportation	<ul style="list-style-type: none"> • Meant to enable waiver participants to gain access to waiver and other community services, activities, and resources • Includes travel for accessing community activities and resources that are not otherwise covered under another service in this waiver 	<ul style="list-style-type: none"> • Shall not supplant medical transportation offered under the state plan • Shall not supplant emergency medical transport offered under the state plan • May not exceed \$5K annually for individual who do not require specialized transportation • May not exceed \$10K annually for individuals who require specialized transportation (wheel chair lifts, etc.)

Support Services Final Overview (2 of 4)

Service Name	Scope	Limits
Homemaker Services	<ul style="list-style-type: none"> • Non-hands-on assistance (no personal care) with the performance of general household tasks and responsibilities (e.g. meal prep or routine household care) • Must be provided by a qualified homemaker 	<ul style="list-style-type: none"> • May not be delivered concurrently with Respite services on the same day
Assistive Technology	<ul style="list-style-type: none"> • An item, piece of equipment, product system or certification and training of a service animal, that is used to increase or maintain the functional capabilities of an individual 	<p>Annual limit of \$10K over the course of a 5-year period of time</p>
Home Modifications & Adaptations	<ul style="list-style-type: none"> • This service includes physical adaptations to the private residence of the individual. • Modifications and Adaptations include, but are not limited to: widening of doors, installation of ramps, installation of specialized flooring, etc. 	<ul style="list-style-type: none"> • Improvements that are of general utility and not specific to direct benefit to the individual are excluded • No permanent adaptations will be made to rented property • These services are not available to individuals who reside in in Community Residence – Staffed Services, Community Residence Apartments or Community Residence – Intensive Treatment Services
Vehicle Modifications	<ul style="list-style-type: none"> • This service includes adaptations or alterations to a vehicle that belongs to the individual, or is the individual's primary means of transportation when residing in the family home • Adaptations include, but are not limited to: van lifts, tie downs, ramps, etc. 	<ul style="list-style-type: none"> • Improvements that are of general utility and not specific to direct benefit to the individual are excluded • Regular vehicle maintenance is not included • Purchase or lease of a vehicle is excluded
Professional Assessment Monitoring and Consultation	<ul style="list-style-type: none"> • These services are available for individual's whose assessed needs in the area of medical, behavioral, therapeutic, health and personal well-being require a specialized assessment • These services include assessment, planning, and facilitated review of the assessment 	<ul style="list-style-type: none"> • This must not supplant Early and Periodic Screening, Diagnostics, and Treatment services covered by the state plan

Support Services Final Overview (3 of 4)

Service Name	Scope	Limits
Person-Centered Strategic Consultation	<ul style="list-style-type: none"> • Consultation to the individual to improve the quality of life for an individual through the use of person-centered strategies • Includes evaluating a person's routine activities and working with their support plan to implement person-centered strategies in their environment and life 	<ul style="list-style-type: none"> • The duration is not to exceed 12 months
Positive Behavior Supports	<ul style="list-style-type: none"> • Clinical and therapeutic services necessary to improve an individual's independence and community inclusion • These services include assessment, behavioral support plan development, specialized training delivery, plan evaluation, and professional consultations 	<ul style="list-style-type: none"> • State plan resources must be exhausted before this service is used
Individual Goods and Services	<ul style="list-style-type: none"> • Services, equipment, or supplies not otherwise provided through the DD waiver or the State Plan • The items must decrease the need for other Medicaid services, promote inclusion in the community, and increase the individual's safety in their home. • The individual must not have the funds to purchase the item. 	<ul style="list-style-type: none"> • Experimental or prohibited treatments are excluded • State plan resources must be exhausted before this service is used
Stabilization Services – Non-residential	<p>Meant to provide temporary stabilization supports for people who would, due to either behavioral or environmental circumstances, be otherwise unable to participate in their non-residential services</p> <p>This service is provided outside of the home</p>	<ul style="list-style-type: none"> • 120 day limit unless BDS approves additional days

Support Services Final Overview (4 of 4)

Service Name	Scope	Limits
Special Medical Equipment and Supplies	<ul style="list-style-type: none"> • These items include: devices that enable an individual to complete activities of daily living, devices that enable the individual to communicate with their environment, items necessary for life support, other items necessary to address individual functional limitations, and necessary medical supplies 	<ul style="list-style-type: none"> • Items that are no of direct medical or remedial benefit to the individual are excluded • No experimental or alternative devises may be purchased • State plan resources must be exhausted before this service is used
Interpretation and Translation Services	<ul style="list-style-type: none"> • Services of an interpreter or translator 	<ul style="list-style-type: none"> • May not be provided by a relative, legally responsible person, or guardian • May only be provided when other entities are not legally obligated to provide the service • State plan resources must be exhausted before this service is used
Respite	<ul style="list-style-type: none"> • Provision of short-term care for individuals in the absence of the people who normally provide care for the individual • These may be provided in or out of the individual’s home • Respite services are available for people who receive residential services in non-staffed residence settings 	<ul style="list-style-type: none"> • Respite services are not available to people who receive Community Residence Services – Staffed Services, Community Residence – Apartment Services and Community Residence – Intensive Treatment Services